

# Instituting Performance and Outcome Measures



## Course Description

This is a **one-day** course intended for public managers with any level of prior exposure to performance measurement. The techniques presented have been developed specifically for public programs and tested in numerous agencies. Exercises are blended with lectures and discussions so that attendees can immediately apply the knowledge and techniques during the course. Attendees will prepare a plan or work product that they can take back to apply to their own agency's programs.

## Learning Objectives

- Course exercises encourage extensive participation from attendees and relates directly to their own work environments.
- Two instructors provide a favorable attendees/instructor ratio and will help promote active participation.
- Lessons and examples from the instructors' extensive work with public agencies will be matched with the attendees own agencies.
- Attendees are encouraged to bring issues from their agencies' change projects to be discussed in the training.
- Attendees will develop a plan of action applicable to developing or improving performance measures in their agencies.

## Professional Qualifications



**Jay C. Smith**, President of *Public Knowledge, Inc.*, specializes in assisting public sector agencies to successfully implement significant management innovations and broad-scale organizational change. He has over 18 years of professional management consulting experience, and was formerly a partner in a "Big Six" international management consulting and public accounting firm. He is a Certified Management Consultant.

Phone: (503) 581-0878      FAX: (503) 581-2026

**Gerry Brodsky**, Vice President of *Public Knowledge, Inc.*, has more than 10 years of professional consulting experience. His current practice emphasizes assistance to public and nonprofit agencies to plan and implement innovative service delivery approaches and process re-engineering. He formerly directed a planning, research, and evaluation organization within a state agency, and headed a private research and development company. He holds a Master's degree from the University of Oregon.

Phone: (503) 581-0878      FAX: (503) 581-2026

